FY07 Catalog of Services

(Will Clauses)

FINAL

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Communication Systems and System Support

Service Name: Basic Telephone Support

1. Service Description: Fort Detrick DOIM provides basic telephone support to Fort Detrick customers. Support includes subscriber service for long distance, Defense Switched Network, and commercial phone service. Both voice and data circuits (for facsimile machines and modem connections) and equipment (telephone handsets) are provided. Charges for toll calls and work orders for new equipment, repairs, or installations are outside of the SLS (Standard Level of Service) and are billed accordingly.

2. DOIM Responsibilities:
   a. Provide subscriber service to include access to long distance, DSN and commercial phone service.

   b. Procure dedicated voice and data circuits, and phones (equipment).

   c. Voice Switching: Provide single line telephone service to each user. This includes a touch tone telephone and at least Class C Service (as per AR 25-1, Section 6.3C); Provide access to Integrated Services Digital Network (ISDN), Federal Telecommunications System (FTS), Defense Switched Network (DSN) for CONUS, OCONUS, and local trunks. Post telephone operator support will be provided (0730 – 1630) Monday thru Friday.

   d. Provide voice mail services and maintain an installation phone book (electronically).   (See note at end of this section.)

   e. Provide Trunked Radio System-Infrastructure (Users must provide own connection equipment)

   f. Non-Tactical Trunked Radios (NTTR): Provide separate narrow band digital trunking for firefighting, ambulance/emergency medical, law enforcement, environmental, garrison operations, and range control organizations to include maintenance of infrastructure. Provide special circuits for fire alarms, intrusion alarms in arms rooms, and other safety/security systems specifically directed by DA or local regulation.

   Note: ISDN does not include VTC. VTC services are carried through an ISDN (telephone service). All ISDN installations which are part of a VTC service will be done by Verizon or by the MEDNET System (If your organization supports the medical services) as a normal telecommunications install and will follow normal procurement process by going through the Fort Detrick DOIM Telecommunications Specialist. Fort Detrick DOIM will handle these as a one-time charge for ISDN installation services.

3. **Service Level Metrics**
   - For Voice services, meet 98% reliability; provide average 90% success rate on local (off-post)
   - For non-tactical radio (NTTR), meet 95% reliability, 95% access, and 98% coverage.

4. **Pricing/Billing Information:** The monthly recurring charges for VTC service and ISDN will be billed directly from the vendors and are independent of the Fort Detrick DOIM Service Level Agreement (SLA). The charges might include per minute charges and monthly fees. Those items and other third-party charges are the responsibility of the recipient organization to pay directly to the vendor.

5. **Customer Responsibilities:** Make requirements known to Supplier
Request services and support by providing necessary request and/or documentation. Alert the Supplier as soon as possible on issues or problems that arise. Provide the Supplier ten working days advance notice to implement new service. Provide the supplier with appropriate pertinent information necessary when requesting new user account.

6. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.

Service Name: Local Area Network/Wide Area Network Connectivity (LAN /WAN)

1. **Service Description:** Fort Detrick DOIM provides connectivity over the LAN to the WAN. This support includes all bandwidth usage costs to support the Fort Detrick installation. A WAN is a communications network that covers a broad geographic area, such as a province, state, or country. A LAN is contained within a building or complex. IP addresses include both network desktops and printers connected to the LAN.

2. **DOIM Responsibilities:** Provide connection to the NIPRNET and Internet
Provide WAN/LAN switch management. Apply all security rules to Fort Detrick
DOIM -owned Government Furnished Equipment (GFE) Provide most recent Army-approved virus protection to GFE (only if owned by Fort Detrick DOIM)

   1. Data Networks:
   2. Provide 100Mbps (or greater) unclassified and classified (for required systems), connectivity to all required End User Buildings on the installation.
   3. Provide WAN access to support electronic mail, web browsing, and Standard Army Systems and DOD Installation Support Modules.
   4. Provide remote dial-in service. Access will be provided via GFE only, not by a user's personal equipment.

5. Provide DoD approved remote dial-in service. Access will be provided via GFE only, not by a user's personal equipment.   NOTE: If this service is not provided by either MEDCOM or NETCOM, dial-in service will not be offered.

6. Provide secure access to Fort Detrick Local Area Network (LAN) using VPN. Access will be provided via GFE only, not by user's personal equipment.

7. If funded: provide for Continuity of Operations Services for critical portions of the Installation Level Network and DOIM Network Operations Center.

3. Service Level Metrics: Describe how delivery of this service will be measured and how the DOIM will be rated on delivery of this service.

4. Pricing/Billing Information: Not actual prices but procedural info on how customers are charged, e.g., monthly per user based on the number of users as determined on the last day of the month. Input will come via the IASO from each Mission Partner.

5. Customer Responsibilities:
   a. Apply most recent Army-Approved virus protection to LAN hardware (Routers/Switches/Hubs, etc.) not managed by the Fort Detrick DOIM and inform DOIM IA when virus updates are complete.
   b. Provide funds to Supplier to connect TO NIPRNET and/or Internet
   c. Provide funds to Supplier to connect Receiver building(s) to the LAN
   d. Provide funds to Supplier for Switch maintenance.
   e. NOT be permitted to share user authentication information
   f. NOT be permitted to use GFE for non-government work
   g. NOT be permitted to use personal equipment to connect to government resources.
   h. Abide by Fort Detrick DOIM guidelines before acquiring hardware/software that will use the LAN
   i. Only use TCP/IP base protocol
   j. Furnish funds to purchase switches, to include cable patches, in order to connect users to the LAN

6. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Terminal Server Access Controller System (TSACS)

1. Service Description: Fort Detrick DOIM in conjunction with the Department of the Army provides TSACS access for dial-up modem connectivity to the Internet. The TSACS system is accessible worldwide. Both Continental United States (CONUS) and Outside Continental United States (OCONUS) users can use TSACS to access the Internet remotely and e-mail applications through a secure network.

2. DOIM Responsibilities:
   a. Provide TSACS (Dial-up modem connections)

b. Provide Army issued hardware which the user will connect to through the use of modems while   TDY or working off post from Fort Detrick
c. Provide security requirements, operational guidelines, and user authentication.
d. See **VPN Concentrator (VPN)** for additional requirements that all TSACS users will have to use.

3. **Customer Responsibilities:**

a. Provide Government Furnished Equipment (GFE) for connection to Fort Detrick TSACS Server via modems.
b. Use TSACS for official Government business only
c. Run latest Anti-Virus software/latest security updates
d. NOT share user authentication information
e. Provide telephone connection to use as transport media when connecting to Fort Detrick TSACS.
f. Have GFE scanned for vulnerabilities according to local security policy. (EXAMPLE: quarterly)
g. Recognize that a TSACS connection establishes the remote equipment as an extension of the Fort Detrick Network Infrastructure subject to all US Government, DOD, DA, Fort Detrick, and organizational rules and regulations that apply to hardware, software, and use of those Network facilities.
h. See VPN Concentrator (VPN) for additional requirements that all TSACS users will have to use.

4. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Telephone Toll Charges

1. **Service Description:** Fort Detrick DOIM provides basic telephone support to Fort Detrick customers. Charges for toll calls and work orders for new equipment, repairs, or installations are outside of the standard level of service (SLS) and are billed accordingly.

2. **DOIM Responsibilities:**
a. Provide subscriber service to include access to long distance, DSN and commercial phone service.
b. Provide dedicated voice and data circuits, and single line phones.

3. **Customer Responsibilities:**
Provide payment for all long distance toll charges submitted in the monthly TCO report.

4. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your

organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Telephone Work Orders

1. Service Description: Fort Detrick DOIM provides basic telephone support to Fort Detrick customers. Charges for toll calls and work orders for new equipment, repairs, or installations are outside of the SLS and are billed accordingly.

2. DOIM Responsibilities: Procure dedicated voice and data circuits, and single line phones.

3. Service Level Metrics: Perform requested work (new install, repair, move, etc.) within 10 working days.

4. Customer Responsibilities:
   a. Provide payment for all telephone work order charges as invoiced.
   b. Be responsible for providing funds to Fort Detrick DOIM necessary to cover costs for installation of new LAN drops from user's work area to the Communications Closet.
   c. Safeguard equipment from misuse and damage.
   d. Provide supplier a minimum of 10 working days in advance notice of new equipment requirements or line moves.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Virtual Private Network (VPN) Site-to-Site

1. Service Description: Fort Detrick DOIM provides VPN secure access to the Fort Detrick Local Area Network (LAN). The VPN Router provides a means for users on the Fort Detrick LAN to access services on non-Fort Detrick Servers on a DoD installation. The VPN Router also provides a site to site secure tunnel to allow servers on the Fort Detrick LAN to access Servers on another DOD installation. This is done with a method of authenticating the user and encapsulating the data as it traverses the network, allowing it to bypass most access lists. The access method used is independent of the VPN service.   VPN is a security augmentation from or to the Fort Detrick LAN from anther DoD installation. By encapsulating data it is "sealed", so it passes across the networks between the two (2) sites without causing harm or being interrupted along the way.

2. DOIM Responsibilities:
   a. Engineer and operate a VPN site to site environment supported by hardware and software that will permit authorized access to the Fort Detrick Network. Infrastructure resources from approved remote DOD locations and authorized equipment; issue, manage, and maintain VPN accounts and authorizations; and

work with remote site Administrator to implement and configure required hardware and/or software for the approved remote equipment.

    b. Work with Theater Network Operations and Security Center (TNOSC) to assure that all site to site traffic that traverses the site to site VPN tunnel is still visible to the TNOSC Intrusion Detection System (IDS).

    c. Assure that all site to site VPN traffic falls under the installation Firewall scrutiny.

    d. Work with remote site to provide site to site VPN connection.

    e. Provide hardware which will provide site to site connectivity.

    f. Provide security requirements, operational guidelines, and authentication.

3. Customer Responsibilities:

    a. Provide Government Furnished Equipment (GFE) for connection to Fort Detrick LAN via the VPN Router.

    b. Arrange for reimbursement of the Fort Detrick DOIM for the cost of services provided.

    c. Designate authorized users and coordinate with the Fort Detrick DOIM Information Support Division for the implementation and configuration of required hardware and/or software to support authorizations.

    d. Use VPN for official Government business only

    e. Run latest Anti-Virus software/latest security updates

    f. NOT share user authentication information

    g. Have GFE scanned for vulnerabilities according to local security policy according to local security policy. (EXAMPLE: quarterly)

    h. Recognize that the VPN establishes the remote equipment as an extension of the Fort Detrick Network Infrastructure subject to all US Government, DOD, DA, Fort Detrick, and organizational rules and regulations that apply to hardware, software, and use of those Network facilities.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Virtual Private Network (VPN) Individual User

1. Service Description: Fort Detrick DOIM provides VPN secure access to the Fort Detrick Local Area Network (LAN). A VPN provides a means for a Fort Detrick user of Ft. Detrick services to access the services from a remote location over a secure channel. This is done with a method of authenticating the user and encapsulating the data as it traverses the network, allowing it to bypass most access lists. The access method used is independent of the VPN service. The base access method might be TSACS, a cable service from a local provider, or some other dial-up method. VPN is a security augmentation to the base access method. User authentication identifies the user to the VPN service provider. By encapsulating user data it is "sealed", so it passes across the networks between the users' PC and the VPN service provider without

causing harm or being interrupted along the way. In effect the VPN service provider is vouching for the user and the users' network activities.

2. **DOIM Responsibilities:**
   a. Engineer and operate a VPN environment supported by hardware and software that will permit authorized users to access their Fort Detrick Network Infrastructure resources from approved remote locations and authorized equipment; maintain a list of any disapproved Internet Service Providers based on ACERT or other official advisories; issue, manage, and maintain VPN accounts and authorizations; and implement and configure required hardware and/or software for the approved remote equipment.
   b. Perform a security scan of the Receiver personal computer
   c. Provide VPN account
   d. Provide VPN Client
   e. Provide hardware which the user will connect to through the use of broadband or dial-up access while TDY or working off post from Fort Detrick
   f. Provide security requirements, operational guidelines, and user authentication.

3. **Customer Responsibilities:**

   a. Provide Government Furnished Equipment (GFE) for connection to Fort Detrick LAN via VPN.
   b. Make pc available to the Supplier for security scan and installation of the VPN client.
   c. Arrange for reimbursement of the Fort Detrick DOIM for the cost of services provided.
   d. Designate authorized users and coordinate with the Fort Detrick DOIM Information Support Division for the implementation and configuration of required hardware and/or software to support authorizations.
   e. Use VPN for official Government business only
   f. Run latest Anti-Virus software/latest security updates
   g. NOT share user authentication information
   h. Select and arrange for payment of acceptable Internet Service Provider (ISP).
   i. Install, manage, and maintain any software or hardware required by the ISP for access.
   j. Have GFE scanned for vulnerabilities according to local security policy according to local security policy. (EXAMPLE: quarterly)
   k. Coordinate through the Fort Detrick DOIM Customer Support Center (CSC) for installation and configuration of VPN hardware and/or software on approved remote equipment subsequent to verification of correct operation of services from the ISP.
   l. Recognize that the VPN establishes the remote equipment as an extension of the Fort Detrick Network Infrastructure subject to all US Government, DOD, DA, Fort Detrick, and organizational rules and regulations that apply to hardware, software, and use of those Network facilities.

4. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your

organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.

Service Name: Trunked Radio Support

1. Service Description: Fort Detrick DOIM provides trunked radio support to Fort Detrick customers that include subscriber service local and long distance within the National Capital Region's (NCR) trunked radio system coverage path. Charges for work orders for new equipment, radio repairs, or installations are outside of the SLS and are billed accordingly.

2. DOIM Responsibilities:
   a. Provide Trunked Radio System-Infrastructure (Users must provide own connection equipment)
   b. Non-Tactical Trunked Radios (NTTR): Provide separate narrow band digital trunking for firefighting, ambulance/emergency medical, law enforcement, environmental, garrison operations, and range control organizations to include maintenance of infrastructure.

3. Service Level Metrics: Meet 95% reliability (as defined in IT Metrics), 95% access, and 98% coverage.

4. Customer Responsibilities: Provide necessary connection equipment.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.

Visual Information Processes

Service Name: Audio Visual Information (AVI)

1. Service Description: Fort Detrick DOIM Visual Information (VI) provides photography, audiovisual, graphics and limited printing services to Fort Detrick customers. Services needed outside of normal business hours require reimbursable overtime, unless other arrangements have been made. No overtime service will be provided until VI receives written authorization from an approving officer with the requesting unit.

2. DOIM Responsibilities:
   a. Provide Photography services to include:
      1) Official DA photos and ceremonies. *(Promotions, reenlistment, change of commands, awards, etc.)*
      2) Studio and field photography services
      3) Hard copy and/or digital prints
   b. Provide Audio Visual services to include:

      1) Official ceremonies and training exercises at Battalion level and above.

      2) Edit and produce master tape(s)

      3) Audio and video duplication

      4) Equipment loan

      5) Set up and operation of equipment

  c. Provide Graphics services to include:

      1) Design and layout (Flyers, slides, programs, brochures, etc.)

  d. Provide Printing services to include:

      1) Black and white and color reproduction (Posters, flyers, banners, programs, brochures)

      2) Special stock and/or material (Parchment, envelops, laminating material, etc.)

3. Customer Responsibilities:

  a. Make requirements known to Supplier.

  b. Request services and support by providing necessary request and or documentation.

  c. Submit service requests with sufficient lead time to prepare.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Document Management

Service Name: Copier Management

1. Service Description: The DOIM can provide digital, black and white, copiers on a cost reimbursable basis. Three models are available to support low, medium, and high quantity workload. Four popular options that expand the copier's capabilities are also available for a one-time cost. These options enable the copier to function as a fax, handle classified reproduction, operate as a stand alone scanner, and expand document finishing capabilities. All three models offer network printing and scanning as part of the basic capability. In addition, the DOIM offers help desk support for both toner replacement and copier problems. Customers are responsible for replacing the toner, but the help desk will deliver spares to the worksite. When there is a problem with the copier, customers call the help desk and they either assist in resolving the problem or contact the vendor. Copiers are provided via an IDIQ contract and are purchased under a three year lease-to-own program.

2. DOIM Responsibilities:

  a. Upon receipt of funding initiate procurement action.

  b. Coordinate delivery and set-up of copier.

  c. Provide Help Desk support and Toner for the life of the Lease.

3. Pricing/Billing Information: Pricing is per model and options selected. Funding is to be provided in three annual installments.

4. Customer Responsibilities:
   a. Agree to a three year funding commitment and provide funds on an annual basis.
   b. Appoint a key operator and alternate. (Key Operator Memo details
    responsibilities).
   c. Coordinate all service and modifications with the DOIM.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Information Assurance

Service Name: Information Assurance Level I

1. Service Description: Our sole mission is to protect and defend network availability, protect data integrity, and provide the ability to implement effective computer network defense for the Fort Detrick Network. The threat to telecommunications and IS throughout the Army is genuine and expanding. The increasing number of information resources result in an increased vulnerability to threats caused by both authorized users and through external attack. The reliance on information systems has made information technology a competitive weapon of unparalleled power and importance. The Department of Defense (DoD) has identified information and information resources as a priority target in future conflicts. As such, the simultaneous defense of our own information resources considered is just as critical. Therefore, it is the responsibility of all users to maintain Army operating standards and report any suspicious activities.

2. DOIM Responsibilities:

   a. Coordinate the detection, correction, and reporting of malicious and unauthorized activities.
   b. Implement and manage the Information Assurance Vulnerability Management (IAVM) program for all installation and tenant activities.
   c. Perform network or workstation scans and compile vulnerability reports and corrections.
   d. Provide written Certification and Accreditation statements (for example, Interim Approval to Operate/Connect (IATO/IATC)), and formal approval to operate (ATO) Certification and Accreditation documentation after formal review of SSAA and Certification and Accreditation documentation.
   e. Develop and coordinate implementation of security procedures and protocols governing network operations.
   f. Assist in the formal Information Assurance (IA) certification programs for Network Managers and Systems Administrators Information Technology Professionals; training for scanning personnel; and IA workstation/server implementation training/guidelines.
   g. Implement and manage the IAVA program for all installation and tenant activities.

3. Customer Responsibilities: Army tenant units or activities must comply with the IA requirements of both their parent MACOM and the supporting installation. Army and non-Army tenant operations must comply with the host installation's IA policy if they connect to the installation's information infrastructure. Army tenant units or activities and units based in or under operational control (OPCON) of a MACOM other than their parent MACOM will comply with the IA requirements of both parent and host MACOMs. If a non-Army tenant uses any part of the host installation infrastructure, the installation IAM will require the use of configuration management controls consistent with the installation's information management and configuration management process. All tenant activities will —

    a. Identify and coordinate all system upgrades, fielding, pilots, tests, and operations of new or upgraded systems with the installation IAM, DAA, and DOIM.

    b. Identify ISS and provide the approved Certification and Accreditation documentation to the installation IAM.

    c. Support installation IA efforts and requirements, and identify constraints in sufficient time to permit coordination and preparation of a viable IS security solution.

    d. Coordinate and conduct vulnerability assessments or compliance scanning, and report completion and results as required.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Information Assurance - Level II

1. Service Description: Our sole mission is to protect and defend network availability, protect data integrity, and provide the ability to implement effective computer network defense for the Fort Detrick Network. The threat to telecommunications and IS throughout the Army is genuine and expanding. The increasing number of information resources result in an increased vulnerability to threats caused by both authorized users and through external attack. The reliance on information systems has made information technology a competitive weapon of unparalleled power and importance. The Department of Defense (DoD) has identified information and information resources as a priority target in future conflicts. As such, the simultaneous defense of our own information resources considered is just as critical. Therefore, it is the responsibility of all users to maintain Army operating standards and report any suspicious activities.

2. DOIM Responsibilities:
    a. Coordinate the detection, correction, and reporting of malicious and unauthorized activities.
    b. Implement and manage the Information Assurance Vulnerability Management (IAVM) program for all installation and tenant activities.

c. Perform network or workstation scans and compile vulnerability reports and corrections.
d. Provide written Certification and Accreditation statements (for example, Interim Approval to Operate/Connect (IATO/IATC)), and formal approval to operate (ATO) Certification and Accreditation documentation after formal review of SSAA and Certification and Accreditation documentation.
e. Develop and coordinate implementation of security procedures and protocols governing network operations.
f. Assist in the formal Information Assurance (IA) certification programs for Network Managers and Systems Administrators Information Technology Professionals; training for scanning personnel; and IA workstation/server implementation training/guidelines.
g. Implement and manage the IAVA program for all installation and tenant activities.

3. Customer Responsibilities: Army tenant units or activities must comply with the IA requirements of both their parent MACOM and the supporting installation. Army and non-Army tenant operations must comply with the host installation's IA policy if they connect to the installation's information infrastructure. Army tenant units or activities and units based in or under operational control (OPCON) of a MACOM other than their parent MACOM will comply with the IA requirements of both parent and host MACOMs. If a non-Army tenant uses any part of the host installation infrastructure, the installation IAM will require the use of configuration management controls consistent with the installation's information management and configuration management process. All tenant activities will —

a. Identify and coordinate all system upgrades, fielding's, pilots, tests, and operations of new or upgraded systems with the installation IAM, DAA, and DOIM.
b. Identify ISS and provide the approved Certification and Accreditation documentation to the installation IAM.
c. Support installation IA efforts and requirements, and identify constraints in sufficient time to permit coordination and preparation of a viable IS security solution.
d. Coordinate and conduct vulnerability assessments or compliance scanning, and report completion and results as required.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*

Service Name: DITSCAP Services

1. Service Description: The Ft Detrick DOIM provides a Certification and Accreditation service for tenants. For the DoD tenants, the DITSCAP process is followed. For non-DoD tenants, the process to be followed will vary but the DOIM is capable of using any Federal agency Certification and Accreditation process.

The service offered will be highly customizable depending on the needs of the tenant organization. The primary factors that lead to this variability are the tenant's availability, willingness, and ability to participate in the process, their budget constraints, and their knowledge of the Certification and Accreditation process itself.

2. DOIM Responsibilities:

  a. Ensure proper Certification and Accreditation based on systems environment, sensitivity levels, and security safeguards in accordance with this regulation and the DODI 5200.40 (DITSCAP).
  b. Provide a certification agent (CA) with installation-wide Appointment Orders. CA will:

   o Evaluate the technical and non-technical security features for IA C and A.
   o Ensure that security testing and evaluation is completed and documented.
   o Advise the DAA on the use of specific security mechanisms.
   o Provide Certification and Accreditation documentation to the DAA.
   o Assess changes in the system, its environment, and operational needs that could affect the accreditation.
   o Include CSLA personnel as a cryptographic advisor on certification teams.

  c. Provide written Certification and Accreditation statements (for example, Interim Approval to Operate/Connect (IATO/IATC)), and formal approval to operate (ATO) Certification and Accreditation documentation after formal review of SSAA and Certification and Accreditation documentation.
  d. Provide Phase IV DITSCAP continued information assurance management as required.

3. Customer Responsibilities:
  a. Provide an inventory of equipment to be included within the DITSCAP boundary.
  b. Provide the final DITSCAP documentation to the DOIM Information Assurance Manager (IAM), ready for certification, before the system is submitted for approval to operate.
  c. Identify any activity to which the system will have connectivity requiring a Security Memorandum of Agreement to operate.
  d. Indicate whether they require life cycle information assurance support, DITSCAP Phase IV, for their system.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Automation

Service Name: Army Active Directory (AD) e-mail

1. Service Description: Fort Detrick DOIM provides electronic mail accounts using Microsoft Active Directory (AD) Mail for Army customers. Microsoft Active Directory is an e-mail server that can be used to handle official government e-mail. It can also be configured to send and receive outgoing mail on demand. Service includes maintaining the e-mail infrastructure and troubleshooting issues to insure e-mail is delivered in a timely fashion.

2. DOIM Responsibilities:
   a. Provide email services to include host support and accounts management.
   b. Provide 50 MB mail storage per user.
   c. 24x7 operation (with 3 hours bi-weekly scheduled for preventive maintenance)
   d. Achieve e-mail server availability of 99% (24x7), excluding scheduled maintenance.
   e. Add/delete users within 1 working day of request by Receiver IAW established security procedures after receiving request from the Customer Support Center (CSC).
   f. Perform mail server Service Pack updates.
   g. Perform mail server Antivirus updates.
   h. Perform full system and incremental backup per prescribed schedules and processes.
   i. Restore mailboxes upon request from Receiver via the CSC within 48 hours after receiving request.
   j. Provide password security by facilitating password change per AR 25-2.
   k. Work with Army customers to implement Army mandated changes such as Cryptographic Card Logon (CCL) and other programs impacting e-mail services.

3. Customer Responsibilities:
   a. Make requirements known to Supplier
   b. Alert the Supplier as soon as possible regarding issues or problems as they arise
   c. Request services and support by providing necessary request and or documentation
   d. Supply forty-eight hours advance notice when requesting a mailbox move.
   e. Provide the Supplier one week advance notice with the appropriate approval when requesting forwarding of user mailbox to another location
   f. Alert Supplier immediately when a user departs or changes duty station in order to remove any e-mail referencing the user account
   g. Provide the Supplier forty-eight hours to restore a user mailbox
   h. Utilize Government e-mail and all it's components for official business only

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your

organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Army AD E-mail Additional Storage

1. Service Description: Fort Detrick DOIM can provide additional electronic storage for Army customers using Microsoft Active Directory email.

2. DOIM Responsibilities:
   a. Provide e-mail services, including host support and accounts management.
   b. Provide 50 MB additional mail storage per user.

3. Customer Responsibilities: Provide payment, as invoiced, for e-mail storage capacity utilized in excess of SLS inclusion in blocks of 50 MB of additional storage.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Army Blackberry/PDA Support

1. Service Description: The Fort Detrick DOIM provides Blackberry Enterprise Server (BES) to Army customers to allow secure access to the Fort Detrick email via the Blackberry wireless communication devices. This service will allow user access to email within the Blackberry wireless network coverage area.

2. DOIM Responsibilities:
   a. Supplier will maintain Blackberry Enterprise Server (BES)
   b. Supplier will test software updates.
   c. Supplier will provide Receiver with Standard Operating Procedures on each Blackberry device utilized by customer.
   d. Supplier will provide Receiver 4 hour response to Blackberry issues or requests after being notified by the CSC of a request for service

3. Customer Responsibilities:
   a. Make requirements known to Supplier
   b. Request services and support by providing necessary request and or documentation
   c. Receiver will notify the Supplier as soon as possible on issues or problems that arise
   d. Receiver will provide Supplier with Blackberry Enterprise Server licenses.
   e. Receiver will provide Supplier with Itrezzo software to receive attachments from email.
   f. Receiver will provide wireless airtime to include phone support maintenance contract.

g. Receiver will supply all Blackberry devices necessary for users to utilize wireless network capabilities.

h. Receiver will use the Blackberry for official Government business only.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Shared Use Servers (H) and Public (P) Drive space

1. Service Description: Shared use servers are available to all tenants as a way of providing additional storage space that does not take up the desktop hard drive space and can be used as a way to save documents, files into folders, or e-mail and not have it counted against their active e-mail space allocation.

2. DOIM Responsibilities: The Fort Detrick DOIM provides this server-hosting support, called Shared Use Servers.

a. Every user who subscribes to the service will be provided 1 GB of storage designated as their Home drive (H) and unlimited space for use as their Public drive (P).

b. The DOIM provides the server hardware, software, and operating system.

c. The DOIM will monitor and support these shared use servers on a 7 x 24 basis and have on-site staff in the event of an outage. The only planned outage of these servers in this service offering is during scheduled maintenance, which is performed within the window of 8:00 a.m.-12:00 p.m. (noon) EST on Sundays.

d. If any critical requirements force an immediate, unscheduled downtime, the DOIM staff will notify the DOIM Help Desk so users can query the Help desk if they experience issues or problems.

e. These servers are maintained by the DOIM to be fully complaint with all DOD IA requirements.

3. Service Level Metrics: The DOIM staff will keep this service unavailable for as short a time as possible. In all cases, the goal is 98% availability during the scheduled available times.

4. Pricing/Billing Information: The charge for this service is based on the number of user accounts on the shared use servers. The base cost covers the initial 1G of storage. If any users file space exceeds this 1G, they will be charged on a "per 10 Mb" for all space over the base amount.

5. Customer Responsibilities:

a. It is imperative that the Tenant organization notify the DOIM (via the help desk e-mail) when any employee leaves their organization so all data placed on the servers.

b. To request a data transfer, please contact the help desk. Please allow 48 hours (2 days) for the transfer to be completed. If a data restore is required, contact the help desk to request that and allow 24 hours for the data to be restored.

6. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM). If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Shared Use Server Additional Storage Support

1. Service Description: Fort Detrick DOIM provides server-hosting support for Shared Servers. These servers contain programs that collectively serve the needs of the entire organization, a single user, department, or specialized application. A shared server is both the computer hardware and its main software, the operating system.

2. DOIM Responsibilities:
  a. Provide Server Hosting services for shared servers on-site at Fort Detrick DOIM Building 1422.
  b. Provide 1 GB additional storage capacity per account.

3. Customer Responsibilities:
Provide payment, as invoiced, for shared use server hosting storage capacity utilized in excess of SLS inclusion in blocks of 100 MB of additional storage.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Single Use Server - Level 1

1. Service Description: The Fort Detrick DOIM provides state-of-the-art computer room facility services for Servers which are on the property book of a Tenant organization. These servers contain programs that collectively serve the needs of the entire organization, a single user, department, or specialized application. The tenant organization provides all support for these servers as they deem necessary.

2. DOIM Responsibilities:
  a. Provide an environmentally controlled facility to host servers to include floor space, power, and air conditioning.
  b. Provide physical security for the servers located in the DOIM from the aspect of being in a locked and controlled facility.
  c. Inform the customer proper ARMY/MEDCOM guidelines and regulations per AR25-2, to ensure staff providing support to the Receivers server(s) is followed.

3. **Customer Responsibilities:**
   a. Make requirements known to Supplier
   b. Request services and support by providing necessary request and or documentation
   c. Alert the Supplier as soon as possible on issues or problems that arise
   d. Maintain the availability of the server(s) to its users
   e. Establish and perform system backup procedures and documentation.
   f. Implement a comprehensive information security program per AR25-2, MEDCOM, Army or higher Command guidelines and physical security procedures.
   g. Use fault management techniques designed to diagnose problems and provide timely solutions.
   h. Monitor the user environment, including login scripts, menu creation, and directory structure, as needed.
   i. Perform regularly scheduled evaluation and maintenance of all components (i.e. file servers, and print servers), including preventive maintenance.
   j. Provide backup and COOP for all Servers.

4. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Single Use Server- Level 2

1. **Service Description:** Fort Detrick DOIM provides server-hosting support for Single Use Servers. These servers contain programs that collectively serve the needs of the entire organization, a single user, department, or specialized application. These servers are provided to the DOIM by the customer. The customer is responsible for hardware and software maintenance on these servers. The DOIM can obtain maintenance for the customer on a reimbursement basis. In this usage, a server is both the computer hardware and its main software, the operating system.

2. **DOIM Responsibilities:**
   a. Maintain the availability of the server(s) to its users.
   b. Establish and perform system backup procedures and documentation to include storage of backup media and DR drives at a remote COOP site.
   c. Implement a comprehensive information security program per AR25-2, ARMY and MEDCOM guidelines and physical security procedures.
   d. Use fault management techniques designed to diagnose problems and provide timely solutions.
   e. Provide technical staff that are fully trained at appropriate levels per ARMY and MEDCOM guidelines to provide system administration duties
   f. Provide around the clock monitoring and repair of system operations.
   g. Implement approved and planned changes to the LANs and document configuration changes.

h. Provide security management in include scanning of server environment for vulnerabilities on a monthly basis
i. Provide change management by tracking all changes to the server hardware in an Online Server Log.

3. **Customer Responsibilities:**
    a. Make requirements known to Supplier
    b. Request services and support by providing necessary request and or documentation
    c. Alert the Supplier as soon as possible on issues or problems that arise
    d. Provide the Supplier all hardware and software requirements to satisfy request
    e. Provide the Supplier documentation referencing any future, and anticipated
    f. Hardware and Software upgrades.
    g. Provide the Supplier hardware and software maintenance
    h. Provide the Supplier non-standard software administration training and
    i. documentation
    j. Provide the Supplier twenty-four hours to restore user data
    k. Use single network server storage and all its components for official Government business only.

4. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Single Use Server – Level 3

1. **Service Description:** Fort Detrick DOIM provides server-hosting support for Single Use Servers. These servers contain programs that collectively serve the needs of the entire organization, a single user, department, or specialized application. These servers are provided to the DOIM by the customer. The customer is responsible for hardware and software maintenance on these servers.   The DOIM can obtain maintenance for the customer on a reimbursement basis. In this usage, a server is both the computer hardware and its main software, the operating system. Monitoring and support are provided on a 7 x 24 coverage with after hours on call staff in the event of an outage. Scheduled maintenance will be performed within the window of 8:00-12:00 am EST on Sundays.

2. **DOIM Responsibilities:**
    a. Provide Server Hosting services on dedicated servers on-site at Fort Detrick DOIM Building 1422 (administration, back-up, and data storage) to include:
    b. Monitor, coordinate and administer server resources.
    c. Maintain the availability of the server(s) to its users.
    d. Advise and assist users regarding access to the server(s).
    e. Establish and perform system backup procedures and documentation to include storage of backup media and DR drives at a remote COOP site.

f. Provide technical staff that are fully trained at appropriate levels per ARMY and MEDCOM guidelines to provide system administration duties

g. Implement a comprehensive information security program per AR25-2, ARMY and MEDCOM guidelines and physical security procedures.

h. Use fault management techniques designed to diagnose problems and provide timely solutions.

i. Monitor the user environment, including login scripts, menu creation, and directory structure, as needed.

j. Perform regularly scheduled evaluation and maintenance of all components (i.e. file servers, and print servers), including preventive maintenance.

k. Provide around the clock monitoring and repair of system operations.

l. Implement approved and planned changes to the LANs and document configuration changes.

m. Provide security management in include scanning of server environment for vulnerabilities on a monthly basis

n. Provide change management by tracking all changes to the server hardware in an Online Server Log.

o. Inform the user community of any planned maintenance or outage schedules that will impact the server's availability.

3. Customer Responsibilities:
   a. Make requirements known to Supplier
   b. Request services and support by providing necessary request and or documentation
   c. Alert the Supplier as soon as possible on issues or problems that arise
   d. Provide the Supplier all hardware and software requirements to satisfy request
   e. Provide the Supplier documentation referencing any future, and anticipated hardware and software upgrades.
   f. Provide the Supplier hardware and software maintenance
   g. Provide the Supplier non-standard software administration training and documentation
   h. Provide the supplier with appropriate pertinent information necessary when requesting new user account
   i. Provide the Supplier twenty-four hours to restore user data
   j. Use single network server storage and all its components for official Government business only.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Customer Support Center Services

1. Service Description: The CSC provides Information Technology (IT) support to end users of office automation tools. The CSC team provides Help Desk Services and Technical Support Services (also called Touch Labor) for end user devices to include desktop and laptop computers, Personal Digital Assistants (PDAs), printers, scanners,

and other hardware (HW) as well as the software (SW) associated with these devices. The CSC's hours of operation are 0700 – 1700 EST Monday through Friday. However, outside of these hours, and on weekends and holidays, calls to the CSC are forwarded to the USAG DOIM Data Center. Data Center personnel are not responsible for direct problem resolution but instead are responsible for escalating calls to the appropriate on-call personnel. The addition of this service provides customers with 24 X 7 access to technical support services. CSC support is available via phone, fax, email, and voicemail. The CSC offers varying levels of standard services that are available by subscription or direct reimbursement. Below are the descriptions of CSC services.

a. **Direct Support** – Subscribers to this level of support use the CSC Help Desk as the primary recipient of customer calls. This level of service includes support for the full range of standard IT assets and access to the full range of technical support services. This includes nominal hardware replacement for items not under warranty and the coordination of warranty services for items under a manufacturer's warranty. In providing these services, the Help Desk's support strategy is in line with industry best practices and seeks to resolve customer's problems at the first level of contact. In addition, the Help Desk is responsible for retaining call ownership until the customer's problem is resolved. This ensures that the Help Desk never looses sight of a customer's request. The Help Desk manages problem resolution through various priority and support levels.

b. **General Support** – Subscribers to this level of support use the DOIM Help Desk as the secondary recipient of customer calls. That is, the customer has access to internal or other helpdesk support and this support is used prior to contacting the DOIM helpdesk. However, once contacted, the Help Desk provides the same services listed above under Direct Support Services.

c. **Administrative Services (Non-Technical)** – Included in the services listed above are those non-technical services that may support customers directly or indirectly by providing assistance to internal technical support personnel. These services generally include but are not limited to: sending, receiving, and analyzing customer satisfaction surveys; preparation of ad hoc and standard reports; Customer Relationship Management (CRM); maintenance and sustainment of CSC Hardware and Software tools (Automatic Call Distributor, HEAT, Business Rule Monitor, etc.) collection and reporting of performance data (metrics); and process analysis and improvement.

d. **Dedicated Support** – The CSC can provide full or part-time Technical Support personnel dedicated to providing on-site customer support. Customers can specify the duration, level and type of IT support required from Tier I up to a Senior Tier II technician. The cost of these services is dependent on the level of effort, the skill level of the technician, and the type of IT support requested. Pricing for these services is provided on a case-by-case basis and funding is via direct reimbursement.

e. **Non-standard Hardware/Software Support** – Occasionally, customers may obtain IT assets that are significantly different from the assets normally supported by the Customer Support Center. Since it is possible that CSC technicians would require additional training in order to support such assets, pricing for these

services is provided on a case-by-case basis and funding is via direct reimbursement.

    f. **Subject Matter Expert (SME) Services (Technical)** – The CSC also offers ad hoc support on an as requested basis. This support typically involves the use of an individual or groups with specific technical knowledge and expertise regarding a particular product or service. These services are generally consultative in nature and can cover a wide range of Information Technology areas including but not limited to: Help Desk Operations, Hardware and Software operations and maintenance; applications use, modification, and sustainment; and manufactures' recommendations regarding product use, upgrades, and sustainment. The cost of these services is dependent on the level of effort, the skill level of the personnel involved, and the type of IT support requested. Pricing for these services is provided on a case-by-case basis and funding is via direct reimbursement.

2. DOIM Responsibilities:
    a. All inquiries to the Fort Detrick DOIM CSC will be logged and tracked until closure.

    b. All agents will respond to inquiries courteously and professionally.

    c. Technical support personnel will be knowledgeable of the hardware, commercial off the shelf software, and government software utilized by the receiving organization.

3. Service Level Metrics: The table below outlines the Customer Support Center response times associated with each priority level and provides a brief description of each priority level.

Priority	Problem Category	Service Objective	Category Description
One	Critical	Respond within 2 hours of receipt of HEAT call ticket	User is identified as Very Important Personnel (VIP). Severe interruption that impacts one or more buildings. Entire service is down and business has stopped Loss of critical system, application or function to one or more individuals.
Two	Problem	Next business day	Degradation of critical system, application or function to one or more individuals that does not prevent accessibility/usability

Three	Non-Standard Support	Within two business days	Scheduled custom support function such as system upgrade, installation, equipment move
Special Project	Custom Requirement	Schedule defined and approved by COR, and DOIM Customer Support Center Support Project Manager	Customer-defined projects which require multiple, cross-functional resources and/or longer timeframes for completion

4. **Pricing/Billing Information:** Pricing is per IP address and is billed on an annual basis.

5. **Customer Responsibilities:**
   a. Make requirements known to Supplier.
   b. Alert the Supplier as soon as possible regarding issues or problems as they arise.
   c. Request services and support by providing necessary request and or documentation.

6. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Customer Support Center MRMC Services

1. **Service Description:** The CSC provides IT support to end users of office automation tools. The CSC team provides Help Desk Services and Technical Support Services (also called Touch Labor) for end user devices to include desktop and laptop computers, Personal Digital Assistants (PDAs), printers, scanners, and other hardware (HW) as well as the software (SW) associated with these devices. The CSC's hours of operation are 0600 – 1800 EST Monday through Friday. However, outside of these hours, and on weekends and holidays, calls to the CSC are forwarded to the USAG DOIM Data Center.   Data Center personnel are not responsible for direct problem resolution but instead are responsible for escalating calls to the appropriate on-call personnel. The addition of this service provides customers with 24 X 7 access to technical support services. CSC support is available via phone, fax, email, and voicemail. The CSC offers varying levels of standard services that are available by subscription or direct reimbursement. Below are the descriptions of CSC services.

a. **Direct Support** – Subscribers to this level of support use the CSC Help Desk as the primary recipient of customer calls. This level of service includes support for the full range of standard IT assets and access to the full range of technical support services. This includes nominal hardware replacement for items not under warranty and the coordination of warranty services for items under a

manufacturer's warranty. In providing these services, the Help Desk's support strategy is in line with industry best practices and seeks to resolve customer's problems at the first level of contact. In addition, the Help Desk is responsible for retaining call ownership until the customer's problem is resolved. This ensures that the Help Desk never looses sight of a customer's request. The Help Desk manages problem resolution through various priority and support levels as described below.

> 1) Incoming calls are prioritized and attempts are made to resolve the problem at the lowest possible level. This level is referred to as Tier I. Tier I services include but are not limited to: receiving, logging, and tracking 100% of service requests until closure; answering 90% of phone inquiries within 45 seconds; checking voice mail inquiries within 30 minutes of the voice mail being placed; replying to 100% of email inquiries within 30 minutes of the email inquiry being sent; verifying and correcting customer contact information; attempting to resolve all calls at the Tier I level; and expeditiously elevating calls that are not able to be resolved at the Tier I level to the correct higher level support personnel. This support may be provided via remote desktop capabilities if available and if appropriate for use under the specific problem circumstances.

> 2) In the event a customer's problem cannot be resolved at the first level, the call is escalated to a second level of support, called Tier II. Tier II services are Technical Support services (also called Touch Labor) that include but are not limited to: the on-site services of Technical Support personnel that are knowledgeable of the hardware, commercial off the shelf software, government software utilized by the receiving organization, and network architecture and operations. Technical personnel respond within the designated timeframes setout according to the designated priority and respond to trouble tickets and projects courteously and professionally. Technical Support personnel triage, document, and elevate un-closable trouble tickets expeditiously to Tier III, other Tier II, and/or outside support entities and document their efforts efficiently thoroughly, and accurately. This support may be provided via remote desktop capabilities if available and if appropriate for use under the specific problem circumstances.

> 3) In the event that the customer's problem still cannot be resolved at the Tier II level, a third level of support is available within the Fort Detrick DOIM. This level is called Tier III. Tier III technicians are the highest level of support available within the DOIM. Tier III services are typically provided by System and Database Administrators, Network Specialists, and personnel with advanced skills on a particular platform or application. Tier III services are also, on occasion, used by default for certain specific issues where it is understood that Tier III services will always be required. Tier III personnel also provide much of the non-duty hour support and are generally the ones in an on-call status.

b. **Administrative Services (Non-Technical)** – Included in the services listed above are those non-technical services that may support customers directly or indirectly by providing assistance to internal technical support personnel. These

services generally include but are not limited to: sending, receiving, and analyzing customer satisfaction surveys; preparation of ad hoc and standard reports; Customer Relationship Management (CRM); maintenance and sustainment of CSC Hardware and Software tools (Automatic Call Distributor, HEAT, Business Rule Monitor, etc.) collection and reporting of performance data (metrics); and process analysis and improvement.

c. **Dedicated Support** – The CSC can provide full or part-time Technical Support personnel dedicated to providing on-site customer support. Customers can specify the duration, level and type of IT support required from Tier I up to a Senior Tier II technician. The cost of these services is dependent on the level of effort, the skill level of the technician, and the type of IT support requested. Pricing for these services is provided on a case-by-case basis and funding is via direct reimbursement.

d. **Non-standard Hardware/Software Support** – Occasionally, customers may obtain IT assets that are significantly different from the assets normally supported by the Customer Support Center. Since it is possible that CSC technicians would require additional training in order to support such assets, pricing for these services is provided on a case-by-case basis and funding is via direct reimbursement.

e. **Subject Matter Expert (SME) Services (Technical)** – The CSC also offers ad hoc support on an as requested basis. This support typically involves the use of an individual or groups with specific technical knowledge and expertise regarding a particular product or service. These services are generally consultative in nature and can cover a wide range of Information Technology areas including but not limited to: Help Desk Operations, Hardware and Software operations and maintenance; applications use, modification, and sustainment; and manufactures' recommendations regarding product use, upgrades, and sustainment. The cost of these services is dependent on the level of effort, the skill level of the personnel involved, and the type of IT support requested. Pricing for these services is provided on a case-by-case basis and funding is via direct reimbursement.

2. DOIM Responsibilities:
   a. All inquiries to the Fort Detrick DOIM CSC will be logged and tracked until closure.

   b. All agents will respond to inquiries courteously and professionally.

   c. Technical support personnel will be knowledgeable of the hardware, commercial off the shelf software, and government software utilized by the receiving organization.

3. Service Level Metrics: The table below outlines the Customer Support Center response times associated with each priority level and provides a brief description of each priority level.

Priority	Problem Category	Service Objective	Category Description
One	Critical	Respond within 1 hours of receipt of HEAT call ticket	User is identified as Very Important Personnel (VIP). Severe interruption that impacts one or more buildings. Entire service is down and business has stopped Loss of critical system, application or function to one or more individuals.
Two	Problem	Respond within 8 hours of receipt of HEAT call ticket	Degradation of critical system, application or function to one or more individuals that does not prevent accessibility/usability
Three	Non-Standard Support	Next business day	Scheduled custom support function such as system upgrade, installation, equipment move
Special Project	Custom Requirement	Schedule defined and approved by COR, and DOIM Customer Support Center Support Project Manager	Customer-defined projects which require multiple, cross-functional resources and/or longer timeframes for completion

4. Pricing/Billing Information: Pricing is per proposal.

5. Customer Responsibilities:

    a. Make requirements known to Supplier.

    b. Alert the Supplier as soon as possible regarding issues or problems as they arise.

    c. Request services and support by providing necessary request and or documentation.

6. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Patch Management

1. Service Description: The DOIM will provide patch management services utilizing remediation management tools to include Microsoft's Systems Management Server (SMS) and other automated patch/configuration management tools to support to all Windows computers to include software distribution. These management products provide efficient levels of support to reduce "touch labor" as well as automated asset management, remote troubleshooting, vulnerability remediation, inventory reporting, software auditing, and configuration management.

2. DOIM Responsibilities:
   a. Identify vulnerabilities, as outlined in Information Assurance Vulnerability Alerts (IAVA's), through the use of network based scanning
   b. Remediate vulnerabilities via remote deployment of security patches and configuration changes as outlined in IAVA's as well as other MEDCOM and Army guidelines
   c. Deploy software packages and software application updates to include hot fixes, service packs, and version upgrades.
   d. Monitor, though network scan, and produce reports as needed, of unauthorized or unapproved software.
   e. Monitor desktop license metering
   f. Provide remote troubleshooting capability
   g. Provide standard web-based reports or customized reports tailored to customer need.
   h. If required, automate or manually report status of identified vulnerabilities through A&VTR, VMS, or other vulnerability tracking system.

3. Customer Responsibilities:
   a. Provide desktop systems which meet basic security requirements provided by DISA Gold Disk, DoD Security Technical Implementation Guides (STIGs), or other approved baseline security templates.
   b. Adherence to standard software list available from the DOIM
   c. Responsible for reading pop-up informational messages and notices
   d. Designate an internal point of contact within the customer's organization for trouble shooting purposes on agent workstations, participating in testing as required and coordinating times for software pushes.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.

Service Name: SIPRNET Services

1. Service Description : Fort Detrick DOIM provides Fort Detrick customers with access to the SIPRNET.   Support provided by other activities at Fort Detrick is as follows…

a. The 302d Signal BN houses the Point of Presence (POP), located in building 1671, which services a T-1 (1.5Mbs) connection. The 302d Signal BN provides keying and troubleshooting support for all crypto equipment.

b. The Information Systems Engineering Command-Fort Detrick Engineering Division (ISEC-FDED) is contactor for engineering, installation and initial operational capability for all SIPRNET activities at Fort Detrick. The ISEC-FDED also serves as the Configuration Control Board (CCB) for the Fort Detrick SIPRNET.

2. DOIM Responsibilities:

a. Provide access to the SIPRNET WAN

b. Ensure that antivirus products are kept up to date

c. Ensure that IAVA procedures and implementation processes are applied to all SIPRNET connected devices, excluding crypto gear, as identified through the current Army IAVA message dissemination procedures (ACERT LISTSERVER).

d. Perform Harris Stat security scans, as necessary, after appropriate coordination with the SIPRNET community.

e. Develop and maintain the DITSCAP for the Fort Detrick SIPRNET customers

f. Troubleshoot and maintain the SIPRNET network for Fort Detrick

3. Customer Responsibilities:

a. Maintain physical and personnel security in accordance with DITSCAP SSAA

b. Provide necessary funding to the DOIM

c. Request services and support by providing necessary request and/or documentation

d. Notify the Supplier by contacting the Fort Detrick Help Desk at 301-619-2049 as soon as possible on issues or problems as they arise

e. Provide the Supplier 48 hours advance notice when requesting additional support outside standard business hours.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: SQL/File Maker Applications

1. Service Description: U.S. Army Garrison, Fort Detrick provides technical management support for maintenance of SQL/FileMaker Pro web applications. The technical administrators assists developers with development of interface scripts, database problems, implementation of database modifications, interfaces with other operational systems, capacity planning, application upgrades, migration of objects from development to test and test to production, database change management, and migration to new hardware and operating system upgrades.

a. SQL Applications supported are:

        SFQ-Web (Stanfins Query),
        PIRS-Web (Permits and Inspection Requirements System),
        EMTS (Executive Management Tracking System).
        AIRS-Web (Automated Integrated Requirements System,
        AAS-Web (Automated Acquisition System,
        AIRS/SPS Adaptor Interfaces),
        TBS (Telephone Billing System)

b. FileMaker Pro Applications supported are:

        USAG: Personnel System, Excess Property, Security Office
        USAG-DOIM: Personnel System, IP Address list, Telephone Admin System, Telephone Cables System, Billing Statements (SLA info)
        OTSG: Personnel System (in San Antonio and Skyline)
        Site R garrison: Excess Property

2. DOIM Responsibilities:

    a. Provide ongoing support of the SQL environments and work closely with customers and application support team to resolve support issues.

    b. Monitor SQL performance, storage/space requirements, and recommend/implement enhancements.

    c. Research, analyze, recommend and implement new technologies, standard processes, tools and techniques.

    d. Monitor and tune the SQL applications program performance.

    e. Provide backup and recovery of applications, and troubleshoot technical problems.

    f. Works with application service owners to plan down time tolerance for backups/ recoveries, application upgrades, and database software upgrades/maintenance.

    g. Install SQL application security patches to protect databases and applications.

3. Pricing/Billing Information: This service, the use of the SQL-based applications listed above, is actual charges and is based as the number of transactions executed by the organization in any of these applications. The DOIM used the history of all SQL applications use for FY04 (the only complete FY at the time this service was considered) as the basis for the costs for this service. For the base year of FY04 the costs for delivering this service was divided by the number of transactions to derive a cost per transaction. This was rounded up to a cost per 10,000 transactions and that is the basis of cost that will be used for the charges in FY07. In subsequent years the costs basis will be updated to reflect the costs and transaction history of the previous FY.

4. Customer Responsibilities:

    a. Make requirements known to DOIM

    b. Request services and support by providing necessary request and or documentation

    c. Mission Partner will notify the DOIM as soon as possible on issues or problems that arise

d. Provide the DOIM documentation referencing any future, and anticipated DBMS environment hardware/software upgrades
e. Mission Partner will provide the DOIM 48 hours advance notice when requesting additional support outside standard business hours
f. Provide the DOIM with appropriate pertinent information necessary when requesting new DBMS account
g. Mission Partner will notify DOIM immediately when a user departs or changes duty station in order to remove user account from the DBMS environment
h. Provide the DOIM advance notice to restore DBMS data.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.

Service Name: ATAAPS Support

1. Service Description: FORT DETRICK DOIM provides support for the ATAAPS application. ATAAPS provides an automated, single-source input for reporting and collecting time and attendance (T and A) data for payroll processing. Thru a partnership between customers and the Fort Detrick DOIM, employee records and accounting data is transported to DFAS and automatically posted to the DCPS database. ATAAPS database management/changes and application software changes downloaded from DFAS and installed by the DOIM, collectively serves the need of organizations using this application. The DOIM is the primary technical POC concerning ATAAPS database, system administration, network, release management, and communication issues.

2. DOIM Responsibilities:
a. Install, configure, administer, and maintain the ATAAPS database.
b. Establish user accounts (or roles) for database access.
c. Download and install Application Software changes.
d. Download and install DataBase changes.
e. Install new organization installation parameters, grant security authorization levels, populate database accounting-related data, and verify data created in the database during initial installation.
f. Purge database historical information, edit "raw" data when necessary, and synchronize system numbers throughout the database.
g. Assign user logon Ids and passwords and ensure users have proper access privileges to the database.
h. Ensure proper security authorizations have been granted.
i. Maintain Pay Period information.
j. Maintain Holiday information.
k. Monitor and tune DBMS and application program performance.

l.   Provide backup and recovery of databases and applications, and troubleshoot technical problems.

m. Works with application service owners to plan down time tolerance for backups/ recoveries, application upgrades, and database software upgrades/maintenance.

n.   Schedule running of database integrity utilities, monitor results, and address database inconsistencies.

o.   Monitor database performance and storage/space requirements.

p.   Maintain the availability of the server(s) to its users.

q.   Advise and assist users regarding access to the server(s).

r.   Implement physical security procedures.

s.   Diagnose problems and provide timely solutions.

t.   Monitor the user environment, including login scripts, and directory structure, as needed.

u.   Perform regularly scheduled evaluation and maintenance of all components (i.e. file servers, and print servers), including preventive maintenance.

v.   Provide around the clock monitoring and repair of system operations.

3. **Customer Responsibilities:**
    a. Make requirements known to Supplier
    b. Request services and support by providing necessary request and or documentation
    c. Alert the Supplier as soon as possible on issues or problems that arise
    d. Provide the supplier with appropriate pertinent information necessary when requesting new user account
    e. Notify the supplier immediately when a user departs or changes duty station in order to remove any data referencing user account
    f. Receiver will provide the Supplier 48 hours advance notice when requesting additional support outside standard business hours
    g. Provide the Supplier with appropriate pertinent information necessary when requesting new DBMS account .

4. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Web Services - Level 1 Site Hosting

1. **Service Description:** Web hosting consists of a group of tasks that apply to all web sites and are performed in support of Fort Detrick DOIM web farm maintenance, web server security, and assurance of compliance with applicable federal and DoD regulations and guidance. Fort Detrick DOIM has implemented 3 (three) levels of hosting. Fort Detrick DOIM provides core services that are then applied to one of three hosting levels. The core hosting deliverables and services offered to receiver - include non-operating system (OS) server application support, OS server application support, OS security, access control, fire wall access and controls, virus protection, data

backups, DNS registration, DoD/OPSEC web server compliance, redundancy support, 24x7 operational support, growth capacity, Web domain architecture, internal PD coordination/monitoring, and WebTrends quarterly reporting.

2. DOIM Responsibilities:
      a. Provide up to 25 MB disk space.
      b. Provide live server.
      c. Provide review server.
      d. Provide staging server.
      e. Provide domain controller.
      f. Provide all core services.
      g. Provide access to the following Web applications: HTML

3. Pricing/Billing Information: The hosting rate is computed on a per site, per month basis. Billing is done quarterly.

4. Customer Responsibilities:
      a. Provide functional requirements.
      b. Provide content manager designation.
      c. Provide related documentation.
      d. Provide compliance authorization.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.

Service Name: Web Services - Level 2 Site Hosting

1. Service Description: Web hosting consists of a group of tasks that apply to all web sites and are performed in support of Fort Detrick DOIM web farm maintenance, web server security, and assurance of compliance with applicable federal and DoD regulations and guidance. Fort Detrick DOIM has implemented 3 (three) levels of hosting. Fort Detrick DOIM provides core services that are then applied to one of three hosting levels. The core hosting deliverables and services offered to receiver - include non-operating system (OS) server application support, OS server application support, OS security, access control, fire wall access and controls, virus protection, data backups, DNS registration, DoD/OPSEC web server compliance, redundancy support, 24x7 operational support, growth capacity, Web domain architecture, internal PD coordination/monitoring, and WebTrends quarterly reporting.

2. DOIM Responsibilities:
      a. Provide 25 MB to 99 MB disk space.
      b. Provide live server.
      c. Provide review server.
      d. Provide staging server.
      e. Provide domain controller.
      f. Provide all core services.

g. Provide access to the following Web applications:
- Cold Fusion MX
- Cold Fusion Verity Search Engine
- ASP
- ASP.NET
- Multimedia and other related support

3. Pricing/Billing Information: The hosting rate is computed on a per site, per month basis. Billing is done quarterly.

4. Customer Responsibilities:
   a. Provide functional requirements.
   b. Provide content manager designation.
   c. Provide related documentation.
   d. Provide compliance authorization.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.

Service Name: Web Services - Level 3 Site Hosting

1. Service Description: Web hosting consists of a group of tasks that apply to all web sites and are performed in support of Fort Detrick DOIM web farm maintenance, web server security, and assurance of compliance with applicable federal and DoD regulations and guidance. Fort Detrick DOIM has implemented 3 (three) levels of hosting. Fort Detrick DOIM provides core services that are then applied to one of three hosting levels. The core hosting deliverables and services offered to receiver - include non-operating system (OS) server application support, OS server application support, OS security, access control, fire wall access and controls, virus protection, data backups, DNS registration, DoD/OPSEC web server compliance, redundancy support, 24x7 operational support, growth capacity, Web domain architecture, internal PD coordination/monitoring, and WebTrends quarterly reporting.

2. DOIM Responsibilities:
   a. Provide 100 MB+ disk space.
   b. Provide live server.
   c. Provide review server.
   d. Provide staging server.
   e. Provide domain controller.
   f. Provide all core services.
   g. Provide access to the following Web applications:
- Cold Fusion MX
- Cold Fusion Verity Search Engine
- ASP
- Multimedia and other related support

- h. Provide full access to Database Support:
- Microsoft SQL
- Oracle

3. Pricing/Billing Information: The hosting rate is computed on a per site, per month basis. Billing is done quarterly.

4. Customer Responsibilities:
   a. Provide functional requirements.
   b. Provide content manager designation.
   c. Provide related documentation.
   d. Provide compliance authorization.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.

Service Name: **Web Services – (Other) Web Development**

1. Service Description: Fort Detrick DOIM provides a full suite of web services. The management and technical support includes approaches that address full cradle-to-grave solutions. These solutions include: DoD compliant products; configuration management; content management; requirements analysis; systems architecture; phased implementation and hosting; risk mitigation; cost controls; performance monitoring; and in-progress reviews.

   a. Web Hosting - Fort Detrick DOIM understands that each client's web hosting requirements are very diverse, so Fort Detrick DOIM's hosting platform is engineered to provide the upmost flexibility to meet virtually any hosting requirement. Fort Detrick DOIM provides 24x7 operational support, fully compliant (DoD, U.S. Army, OPSEC, and PKI) web services, configuration management, phased implementation, risk mitigation, performance monitoring, database and other server software application support including many unique applications on our DITSCAP approved web hosting facility. Our technical approach to web hosting includes the following major steps - determination of development and hosting criteria for the web site; determination of system architecture and infrastructure requirements to achieve required web site capabilities and functionality; test and integrate web site into system architecture and infrastructure; ensure web site content meets all compliance requirements; review web site content data with customer for approval and host and maintain live web sites.

   b. Web Design - Fort Detrick DOIM designs and develops web sites capturing high visual aesthetics and functionality while complying with all Federal, DoD, and U.S. Army web policies, regulations and guidance (e.g., PKI, Section 508 – ADA, security and access control and information security). Web site design and development starts by capturing detailed site requirements through a partnership between the client and

Fort Detrick DOIM. The site requirements are then analyzed and Fort Detrick DOIM's web site design and development is applied to create a finished solution.

2. DOIM Responsibilities:
- a. Offer full service hosting and administration of Internet/Intranet Web sites.
- b. Offer DoD, Operational Security (OPSEC) and PKI compliant Web services.
- c. Offer access control, intrusion monitoring and virus protection.
- d. Offer data backup and data restoration.
- e. Offer 24x7 operational support.
- f. Offer a multitude of supported applications including: Oracle, SQL, ColdFusion, ASP and more.
- g. Offer Web page development.
- h. Offer robust Web site designs and scalable solutions.
- i. Offer customer-oriented site development.
- j. Offer enhanced professional graphics.
- k. Offer Web design and development Subject Matter Experts.
- l. Provide Content Management.
- m. Offer DoD compliant Web services.

3. Pricing/Billing Information: Web development projects are priced on a per proposal basis. Billing is tailored to project specifics.

4. Customer Responsibilities:
- a. Provide functional requirements.
- b. Provide content manager designation.
- c. Provide related documentation.
- d. Provide compliance authorization.

5. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.

Service Name: Customer Account Manager and Project Management Support

1. Service Description: Fort Detrick DOIM provides full scope of Life-Cycle Management for Fort Detrick DOIM developed applications. These services include planning, acquisition, operation, maintenance, and replacement of IT assets and services. Fort Detrick DOIM can provide Project Management Support based on industry and government best practices. The services are reimbursable based on a requirements analysis and the terms of a written agreement (i.e. proposal) between Fort Detrick DOIM and the customer.

2. DOIM Responsibilities:
- a. Review IT purchase requests for configuration and standards compliance.
- b. Establish guidelines for the acquisition and life cycle replacement of all automation equipment.

3. **Service Level Metrics:** Metrics are tailored to project specifics.

4. **Pricing/Billing Information:** Support and projects are priced on a per proposal basis. Billing is tailored to project specifics.

5. **Customer Responsibilities:**
    a. Make requirements known to CAM.
    b. Request services and support by providing necessary request and or documentation.
    c. Receiver will alert the CAM as soon as possible on issues or problems that arise.
    d. Receiver will provide the supplier with appropriate pertinent information necessary.
    e. When requesting new IT purchases.

6. **Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.

Service Name: Application Support for General Use and Legacy Systems (ISMs)

1. **Service Description:** Fort Detrick DOIM provides application support for maintenance of Department of Defense Installation Support Modules (ISMs), Standard Army Management Information Systems (STAMIS), DoD/Army approved interfaces, and Detrick unique applications that support customers post-wide. The Program Executive Office, Standard Army Management Information Systems (PEO STAMIS), performs as the Army centralized manager for assigned programs reporting, through the DISC4, to the Army Acquisition Executive (AAE). The PEO STAMIS provides overall direction and guidance for the development, acquisition testing, product improvement, and fielding of assigned programs. The PEO coordinates, integrates, leads, and directly controls the Program/Project Managers (PMs) within the standard Army management information systems mission area, placing primary emphasis on cost estimating, planning, programming, budgeting, program integration, interoperability, and oversight. Support also includes application development, technical consultation, and providing system requirements, system specifications, and user guide technical documentation.

2. **DOIM Responsibilities:**
    a. Fort Detrick DOIM will provide Fort Detrick customers with support for the applications listed below. This support includes maintenance of DOD ISM and ARMY STAMMIS systems. It also includes analysis and design, development, implementation, maintenance, and documentation support for the Detrick unique systems that support customers post-wide.
    b. Assist in testing and selection of tools related to application support.
    c. Provide security on Detrick unique systems by assigning users to application groups, roles, and/or access to data files.

d. Maintain/modify existing ISM/STAMMIS interfaces to support current DOD/Army application enhancements. Insure interface files are transferred correctly and on a timely basis.

e. Support installation level, DA and DoD standard systems designated for centralized installation support. IAW established Installation Computer System Configuration Baseline (CSCB)

f. Applications Supported:

AcqPro (Acquisition Professional for SOW and SOPs)	FAS (Fire Alarm Sys)	SECCLEAR ISM	DMLSS	ICIDS	
AFMIS (Army Food Management Info Sys) ISM	HIS (Heat Index Sys)	STANFINS (Standard Army Financial Sys) ISM	DCAS (Direct Commitment Accounting Sys) Interface		
AMEDDPAS ISM		TMS (Tel Mgmt Sys)	DCPS ISM		USS (USAG Security Sys)
ATAAPS (Automated Time, Attendance & Production Sys)	Lending Closet		DENTRAD (DoD Dental Readiness Program) ISM	PTD (Post Telephone Directory)	Intergraph
			DTS-L (Defense Travel Sys – Limited)		
CYLIVE	MSDS (Material Safety Data Sheets)	UKS (USAG Key Sys)			

3. **Customer Responsibilities:**
   a. Make requirements known to Supplier
   b. Request services and support by providing necessary request and or documentation
   c. Receiver will notify the Supplier as soon as possible on issues or problems that arise
   d. Receiver will provide the Supplier 48 hours advance notice when requesting additional support outside standard business hours.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*

Service Name: Oracle DBA Support

1. Service Description: U.S. Army Garrison, Fort Detrick provides database management support for maintenance of legacy applications, Department of Defense Installation Support Modules (ISM) and Commercial Off-the-Shelf (COTS) software. The DBAs assists developers and/or customers with database problems, implementation of database modifications, interfaces with other operational systems, capacity planning, application upgrades, migration of objects from development to test and test to production, database change management, and migration to new hardware and operating system upgrades.

2. DOIM Responsibilities:

    h. Perform analysis and design work associated with development, implementation, and maintenance of logical databases: database designs that support the transformation of business requirements into logical and physical databases.

    i. Provide ongoing support of the DBMS environments and work closely with customers and application support team to resolve support issues.

    j. Monitor database performance, storage/space requirements, and recommend/implement enhancements.

    k. Research, analyze, recommend and implement new technologies, standard processes, tools and techniques.

    l. Design, build and populate database table structures to support project development.

    m. Install, configure, administer, and maintain databases.

    n. Monitor and tune DBMS and application program performance.

    o. Provide backup and recovery of databases and applications, and troubleshoot technical problems.

    p. Works with application service owners to plan down time tolerance for backups/ recoveries, application upgrades, and database software upgrades/maintenance.

    q. Schedule running of database integrity utilities, monitor results, and address database inconsistencies.

    r. Assist in the product testing and selection of all tools related to database administration.

    s. Implement server/database security, assign users to data server groups, create system and server logins, add users to databases, assign server roles, and set permissions on database objects.

    t. Install Oracle security patches to protect databases and applications.

3. Customer Responsibilities:

    a. Make requirements known to Supplier

b. Request services and support by providing necessary request and or documentation
c. Receiver will notify the Supplier as soon as possible on issues or problems that arise
d. Provide the Supplier documentation referencing any future, and anticipated DBMS environment hardware/software upgrades
e. Receiver will provide the Supplier 48 hours advance notice when requesting additional support outside standard business hours
f. Provide the Supplier with appropriate pertinent information necessary when requesting new DBMS account
g. Receiver will notify Supplier immediately when a user departs or changes duty station in order to remove user account from the DBMS environment
h. Provide the Supplier advance notice to restore DBMS data.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*